

**AGENDA ITEM:** CLSA System Communications and Delivery Program

**GENERAL OVERALL PROGRAM UPDATES:**

**CURRENT STATUS:** The CLSA System Communications and Delivery Program continues to support the sharing of resources among the members of California's 15 Cooperative Library Systems.

**Review and Discussion of 2003/04 System Plans:** 2003/04 System Plans of Service have been received. Exhibit A displays the workload estimates and service delivery methods by System, abstracted from those plans. They show that most Systems continue to use the Internet and other forms of telecommunications systems usage, such as access to online services, as their primary communications device. Systems have also adopted 2003/04 performance objectives. The average for communication is delivery of 94% of transmitted messages within 23 hours (See Exhibit B). For the delivery of materials, the average performance objective is 91% of the items delivered within 3 working days (See Exhibit C).

Exhibit D includes two charts displaying the workload history of the number of communication messages and items delivered for each of the 15 Systems for the past ten years.

**RELATED ISSUE TO COME BEFORE THE BOARD IN THE FUTURE:** Summary of 2003/04 System Annual Reports.

Relevant Committee: Resource Sharing  
Staff Liaison: Sandy Habbestad

System Communications & Delivery Program  
2003/04 Service Methods and Workload Estimates

	Estimated Communications Workload (Messages)	Telecommunications Systems Usage					Estimated Delivery Workload (Items)	Delivery Systems Usage				
		EMS	Voice Phone	Fax	Internet	Other		System Van	Contracted Delivery	US Mail	UPS	Other
BALIS	5,850	NA	67%	33%	NA	0%	37,300	0%	90%	1%	1%	8% <sup>a</sup>
BLACK GOLD	381,325	0%	3%	1%	9%	87% <sup>b</sup>	775,150	98%	.1%	1.1%	.5%	.3%
49-99	28,500	2%	28%	9%	61%	0%	390,000	98%	0%	2%	0%	0%
INLAND	43,250	NA	83%	17%	NA	NA	108,600	0%	78%	10%	10%	2%
MCLS	477,800	16%	4%	11%	42%	27% <sup>c</sup>	80,000	98.7%	1%	.3%	0%	0%
MOBAC	3,540	NA	50%	50%	NA	0%	128,250	0%	99.9%	0%	0%	.1% <sup>d</sup>
MVLS	30,000	0%	20%	13%	67%	0%	192,710	95%	0%	1%	4%	0%
NO. BAY	53,400	0%	24%	5%	71%	0%	2,587,592	0%	98%	1%	1%	0%
NO. STATE	21,937	0%	17%	64%	19%	0%	476,024	97%	0%	1%	2%	0%
PENINSULA	281,605	NA	2%	2%	NA	96%	1,877,500	96%	0%	1%	3%	0%
SJVLS	263,820	0%	4.7%	.3%	91% <sup>e</sup>	4% <sup>f</sup>	307,050	98%	0%	1%	1%	0%
SANTIAGO	121,098	NA	77%	8%	9%	6% <sup>g</sup>	13,000	0%	95%	5%	0%	0%
SERRA	26,098	0%	31%	50%	17%	2% <sup>h</sup>	152,812	0%	99%	1%	0%	0%
SVLS	18,500	0%	43%	33%	24%	0%	50,000	0%	97.5%	2%	.5%	0%
SO. STATE	4,400	0%	43%	21%	36%	0%	1,210	0%	99%	1%	0%	0%
TOTALS	1,762,975	4%	13%	7%	33%	43%	7,177,198	55%	42%	1%	2%	.1%

- a. Fax  
b. Holds Placed on Member Library Automation Systems and Cat-A-Link Gold  
c. OCLC ILL Subsystem  
d. Fax  
e. Dynix library automation system  
f. Listserv  
g. OCLC, ALA Forms  
h. U.S. Mail

NA – Data not available

# SYSTEM DELIVERY PERFORMANCE OBJECTIVES

FY 2003/04

\_\_\_\_\_ % of items sent by intrasystem delivery will be delivered within  
\_\_\_\_\_ working days

SYSTEM	%	DAYS
BALIS	90%	3
BLACK GOLD	75%	5
49-99	90%	3
INLAND	90%	1
MCLS	75%	2
MOBAC	100%	3
MVLS	100%	3
NORTH BAY	90%	4
NORTH STATE	90%	3
PENINSULA	98%	2
SJVLS	100%	3
SANTIAGO	90%	4
SERRA	90%	1
SVLS	90%	3
SOUTH STATE	90%	3
<b>AVERAGE</b>	<b>91%</b>	<b>3 days</b>

# SYSTEM COMMUNICATIONS PERFORMANCE OBJECTIVES

FY 2003/04

\_\_\_\_\_ % of intrasystem messages will be received by addressees within  
\_\_\_\_\_ hours (time of origin to time of receipt)

SYSTEM	%	HOURS
BALIS	95%	24
BLACK GOLD	90%	24
49-99	90%	48
INLAND	95%	24
MCLS	90%	24
MOBAC	100%	24
MVLS	100%	24
NORTH BAY	90%	8
NORTH STATE	90%	24
PENINSULA	98%	1
SJVLS	100%	24
SANTIAGO	95%	24
SERRA	90%	24
SVLS	90%	24
SOUTH STATE	90%	24
<b>AVERAGE</b>	<b>94%</b>	<b>23 hours</b>

**SYSTEM DELIVERY WORKLOAD HISTORY\***

SYSTEM	Actual Items Delivered										Estimated Items Delivered	
	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04
BALIS	257,769	170,950	49,200	35,850	33,700	33,700	34,675	36,835	32,248	32,320	37,464	37,300
BLACK GOLD	591,084	450,900	581,048	774,176	789,516	790,150	662,766	690,820	741,572	772,824	725,150	775,150
49-99	365,775	279,450	257,150	276,325	298,000	298,000	315,000	331,100	349,750	354,500	385,000	390,000
INLAND	46,200	37,120	23,140	21,500	22,761	23,800	77,192	144,756	126,720	87,770	105,600	108,600
MCLS	177,524	119,678	95,394	93,132	89,986	85,000	82,546	82,546	82,546	82,596	80,000	80,000
MOBAC	101,166	101,816	94,266	124,462	112,060	123,265	119,082	118,481	119,702	117,122	127,000	128,250
MVLS	89,150	100,700	100,500	90,500	95,900	95,900	91,475	109,420	110,000	160,200	160,200	192,710
NORTH BAY	334,958	416,615	483,547	839,872	1,059,479	782,000	1,524,775	1,616,245	1,841,716	2,264,328	1,926,400	2,587,592
NORTH STATE	517,751	453,586	453,940	436,754	451,847	436,813	413,166	430,268	407,284	495,378	436,813	476,024
PLS	1,726,050	1,616,950	1,866,500	1,610,500	1,429,100	1,427,000	1,301,050	1,409,780	1,657,288	1,690,600	1,875,208	1,877,500
SJVLS	121,680	120,280	133,664	252,220	179,814	143,385	202,313	229,863	259,623	276,790	263,810	307,050
SANTIAGO	130,000	135,000	84,000	63,000	61,000	60,000	13,000	13,000	13,000	13,000	13,000	13,000
SERRA	446,256	369,732	279,913	280,250	253,500	73,500	70,135	143,293	73,050	150,695	149,120	152,812
SVLS	60,300	60,200	70,100	70,100	70,100	75,100	40,000	33,000	33,000	33,500	50,000	50,000
SOUTH STATE	8,399	2,860	3,228	3,980	19,200	23,600	14,425	3,500	4,056	4,056	1,210	1,210
TOTAL	4,974,062	4,435,837	4,575,590	4,972,621	4,965,963	4,471,213	4,961,600	5,392,907	5,851,555	6,535,679	6,335,975	7,177,198

\*10 year history

Doc. 5104

### SYSTEM COMMUNICATION WORKLOAD HISTORY\*

SYSTEM	Actual Messages										Estimated Messages	
	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	2000/01	2001/02	2002/03	2003/04
BALIS	14,582	30,286	21,338	14,053	13,921	9,700	15,557	12,595	11,700	10,700	6,723	5,850
BLACK GOLD	112,498	128,262	159,033	231,333	202,464	253,300	219,055	226,175	189,231	243,787	348,125	381,325
49-99	3,480	2,650	2,625	2,704	2,704	6,450	8,000	7,900	8,750	9,800	23,005	28,500
INLAND	31,104	15,424	12,013	14,331	16,375	22,130	18,449	32,995	31,000	16,539	42,750	43,250
MCLS	273,693	154,852	272,534	341,960	490,691	407,750	739,045	739,045	782,176	312,588	477,800	477,800
MOBAC	33,834	29,613	31,448	26,642	29,815	35,272	27,190	8,498	6,320	4,550	4,215	3,540
MVLS	17,100	17,550	17,500	20,000	20,000	22,600	21,500	30,000	30,000	30,000	30,000	30,000
NORTH BAY	14,224	14,538	22,796	22,800	27,147	27,250	27,975	28,214	33,778	40,468	54,385	53,400
NORTH STATE	17,638	19,611	19,133	17,104	17,599	19,634	19,833	16,874	16,469	38,715	17,430	21,937
PLS	47,180	117,644	96,180	169,551	269,089	59,600	223,497	285,845	296,614	306,300	262,790	281,605
SJVLS	49,899	57,573	289,905	367,087	532,559	366,500	317,420	323,950	311,943	386,964	203,080	263,820
SANTIAGO	6,810	7,130	5,913	66,774	66,774	115,582	100,500	100,500	100,500	100,500	121,098	121,098
SERRA	16,700	16,510	17,125	31,528	34,150	31,150	29,740	30,285	30,600	31,150	32,850	26,950
SVLS	8,666	9,086	14,241	14,900	14,900	18,000	14,000	14,000	14,000	14,000	18,500	18,500
SOUTH STATE	7,706	6,780	8,736	8,214	6,522	6,740	5,210	8,417	6,868	6,868	4,400	4,400
TOTAL	655,114	627,509	990,520	1,348,981	1,744,710	1,401,658	1,786,971	1,865,293	1,869,949	1,552,929	1,647,151	1,761,975

\*10 year history